

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HEALTH AND RECOVERY SERVICES ADMINISTRATION
Olympia, Washington**

To: Portable Document Format (PDF) Remittance Advice (RA) Providers **Memorandum No: 07-65**
Re-issued: January 3, 2008

From: Douglas Porter, Assistant Secretary **For information, contact:**
Health and Recovery Services 800.562.3022 or
Administration (HRSA) <http://maa.dshs.wa.gov/contact/prucontact.asp>

Subject: Discontinuation of Paper Remittance Advice (RA)

Effective on February 1, 2008, the Department of Social and Health Services (DSHS) will stop mailing the paper Remittance Advice (RA) to providers who also received the portable document format (PDF) RA.

What if I still need a paper copy?

If you need a paper copy of an RA for accounts reconciliation or for office records, DSHS has developed a website called the WAMedWeb which will allow you to view and print an electronic PDF image of your paper RA, from your computer. WAMedWeb is located at <https://wamedweb.acs-inc.com/wa/general/home.do>. Log on to the WAMedWeb and click **Retrievals/Remittance Advices**. The WAMedWeb contains only the latest three weeks of PDF RA information.

To view or print your RA, Adobe Acrobat Reader software must be loaded on your computer. The "Adobe Acrobat Reader" may be obtained **free-of-charge** by visiting the following link: <http://www.adobe.com/products/acrobat/alternate.html>.

What are the benefits of this change?

- **Save Time and Money**

You may print remittance information directly from your computer the day RAs are available. No more time is spent waiting for the mail to arrive.

- **Search for Claim(s) Information Quickly and Easily**

The PDF RA search function can help you find a claim (or multiple claims) based on customized search criteria. You can search by names, numbers, and even portions of information such as:

- ✓ Internal Control Number (ICN);
- ✓ Client Name;
- ✓ Client Account Number;
- ✓ Procedure Code;
- ✓ Service Date; and
- ✓ Rendering Provider Number

- **Eliminate the Need for Physical Filing and Storage Space**

The PDF RA can be saved on your computer and can be accessed anytime.

What if I have questions?

For questions about this numbered memorandum, please call the DSHS Medical Assistance Customer Support Center (MACSC) at 800.562.3022.

For questions on how to log onto the WAMedWeb, please call Affiliated Computer Services (ACS) at 800.833.2051.

How can I get HRSA's provider documents?

To obtain DSHS/HRSA provider numbered memoranda and billing instruction, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click *the Billing Instructions and Numbered Memorandum* link). These may be downloaded and printed.